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6 EMPLOYEE RETENTION PEOPLE SKILLS

By Ross Blake, the Employee Retention Manager

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Walk into almost any organization, and you'll hear about the need for more communication and better long term relationships expressed by many different people on different levels.

In addition, many employers believe that successful employee retention and turnover efforts require implementing concrete strategies, tips, tactics, techniques, and policies, among other actions, which they do.

The improved communication and better, long term relationships most organizations want not only require effective strategies, they also require good people skills.

In my experience, the most successful employee retention efforts are a combination of concrete retention strategies plus good people skills that make these strategies more effective, and increase communication and long term relationships.

Over the past 20+ years, I've conducted hundreds of projects with thousands of supervisors, managers and executives in all types of businesses and organizations in communication, team building, conflict resolution, and employee retention skills.

Here are the 6 people skills used by managers and executives who are the most successful at retaining their good and outstanding employees.

1. Acceptance

The employee's boss accepts them for who she or he is. This doesn't mean they agree with everything about the person, nor does it mean they accept poor performance or improper behaviors. We all know what it means to feel accepted or not accepted by another person. Make your people feel accepted.

2. Respect

Managers and executives who treat other people, including suppliers, prospects, customers, colleagues, employees, upper level managers, or just people on the street with respect and courtesy gain more respect, and retain more good employees.

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"What makes good retention strategies most effective is combining them with good people skills."

- Ross Blake

3. Understanding

This means managers and executives work hard to understand what individual employees need in their jobs in order to be fulfilled; to produce above average work; and to not only cooperate, but to be innovative and go beyond the minimum of what their job requires. It may be in knowing that one of my employees loves solving problems while another loves implementing solutions or being out in the field with customers or prospects.

4. Belief

Does my boss believe in me, and show it so I know it? Effective managers communicate their belief in each one of their employees. At some point, consciously or not, most people calculate how much their boss believes in them. Affirming managers tell their employees why they chose them for a particular job, and why they have confidence in their abilities and temperament to do it well. In fact, I can almost always spot employees who know their boss believes in them by their attitude and their actions towards their work, their own efforts, and their colleagues and customers.

5. Regard

Call this rapport or liking. The manager likes his or her employees, and has some personal regard for them.

6. Affirmation

What two things are too many employees told at work? They're told what to do, and they're told what they're doing wrong. How motivating is this? Smart managers focus far more on what their people are doing right and tell them so at least four times to one compared to the number of times they give them corrective feedback. (Rewards and recognition are also important, and are part of this).

No doubt there other worthwhile skills that could be added to this list. Notice how the above 6 people skills are likely to strengthen all of the tactics you might employ, and notice how less effective those tactics are without them. Notice also, like other good retention strategies, that these people skills are not complicated, and are not costly, yet they return large benefits.

Implement both exceptional people skills and effective retention strategies, and your retention results have to improve.

[Author: Ross Blake, the Employee Retention Manager, shows employers how to keep the employees who keep their products, services, and cash flowing. He is the author of How to Develop An Employee Retention Blueprint and How to Retain More New Hires. If you liked this article, you will like Ross' beneficial and straight-to-the-point retention strategies and products for small to medium size employers, business owners, and HR professionals. Please visit him at <http://www.EmployeeRetentionManager.com> for a free special report and free ezine.]

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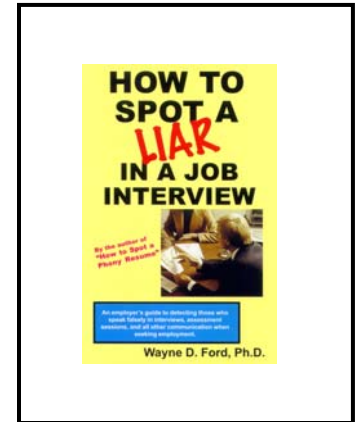
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How to Spot a Liar in a Job Interview

Learn how to

- Weed out dishonest applicants
- Reduce turnover
- Lower negligent hiring risks
- Improve standards
- Avoid recruiting mistakes
- Maintain organizational integrity

http://www.management-advantage.com/products/liar_book.htm



DOL SECRETARY NAMES PATRICIA SHIU AS OFCCP DIRECTOR

U.S. Department of Labor Secretary Hilda L. Solis has appointed Patricia Shiu as Deputy Assistant Secretary of Labor responsible for the Office of Federal Contract Compliance Programs (OFCCP). As national director of the agency, Ms. Shiu will take the helm in September. Congressional action is not required for this appointment.

Ms. Shiu has spent the past 25 years with San Francisco's Legal Aid Society-Employment Law Center, where she was vice president for programs. She was also an associate at Pillsbury, Madison & Sutro. Her JD is from the University of San Francisco School of Law in 1982 and her B.A. in Political Economy of Industrialized States from the University of California, Berkeley in 1979. She is past Treasurer for the Board of the National Employment Lawyers Association and is a past president of the California Women Lawyers. She has also served on the Boards of California Rural Legal Assistance, NAPABA, and AABA. Ms. Shiu has received numerous honors for her work including the California Women's Law Center's 2002 Abby J. Leibman Pursuit of Justice Award and the Pacific Asian American Women Bay Area Coalition's 2002 Woman Warrior Award.

She has dedicated her twenty-five year career to strengthening and enforcing the rights of women, minorities, persons with disabilities, and low-wage workers. Shiu is also the Director of the Legal Aid Society's Work and Family Project and advocated for the passage of California's Family Rights Act and its regulations. Shiu was appointed to the Civil Rights Reviewing Authority for the Department of Education in 1993 by Secretary Richard Riley. She is a former member of the Executive Board of the National Employment Lawyers Association (NELA) and served as one of its Vice Presidents.

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MUST FEDERAL CONTRACTORS AUDIT THEIR SUB-CONTRACTORS FOR AAP COMPLIANCE?

"No. You are not required to ensure that your vendors and suppliers develop and maintain written AAPs. The regulations require that each contractor and subcontractor include the EO clause in each subcontract or purchase order. Whether a vendor or supplier is subject to the written AAP requirements, would depend on, among other things, whether the vendor or supplier has a subcontract that is necessary to the performance of the Government contract, the dollar value of any such subcontract, and the number of employees in the vendor's or supplier's workforce."

Directly from Q&A at the Office of Federal Contract Compliance Programs (OPFCCP) web site.
<http://www.dol.gov/esa/ofccp/regcs/compliance/faqs/emprfaqs.htm>

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